

**CITY OF HOUSTON  
DELINQUENT ACCOUNT COLLECTIONS  
S46-Q25136  
NOTICE OF REQUEST FOR QUALIFICATIONS**

**STRATEGIC  
PURCHASING DIVISION**  
901 Bagby Street, Concourse  
Level  
Houston, Texas 77002

**GENERAL INSTRUCTIONS, TERMS & CONDITIONS**

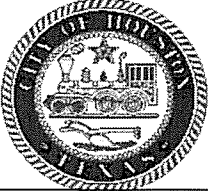
The City of Houston's is seeking qualifications from firm(s) to perform the following services as described in the Master Agreement(s) for various delinquent account collection services. The City has already entered into Master Agreements with other vendors. The purpose of this solicitation is to continue to seek qualified firms interested in assisting the City with collection efforts with the objective of augmenting the pool of qualified collection firms. This strategy will help the City maintain a competitive process amongst the pre-qualified vendor pool.

**ROLLING SCHEDULE**

In order to continue to augment the vendor pool, the City will be accepting submissions on a rolling basis for an indefinite period. The City reserves the right to establish a schedule for submission in the future and/or stop accepting submissions without notice if deemed in the best interests of the City. Prospective contractor(s) needing additional information/clarification to this request for qualification (RFQ) are requested to e-mail questions to Shannon Pleasant at [shannon.pleasant@houstontx.gov](mailto:shannon.pleasant@houstontx.gov). All questions will be answered via letter of clarification to this RFQ and posted on the City's e-bidding website and automatically emailed to all who registered to receive this RFQ. Please review the Statement(s) of Work below. If you believe that your firm meets the minimum requirements as outlined in the Statement of Work of the RFQ, please submit your Statement of Qualifications (SOQ) to Shannon Pleasant via one of the methods listed below:

E-mail: (Preferred Method): [shannon.pleasant@houstontx.gov](mailto:shannon.pleasant@houstontx.gov)

Mail:  
City of Houston  
Strategic Purchasing Division (Suite B522)  
901 Bagby Street  
Houston, Texas 77002

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## STATEMENT OF WORK

### **1.0 Background**

- 1.1 The City of Houston by City Council ordinances has approved four (4) Master Agreements for collection services for delinquent accounts of various city departments. To be eligible to contract for those services, a prospective contractor must first be selected to be added to the vendor pool.

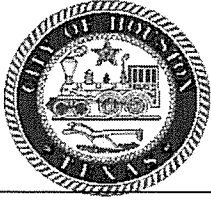
A "Vendor Pool" is composed of prospective collection services contractors that the City has determined have the necessary qualifications. The vendor pool is established, and additional vendors may be added or removed at any time, in the sole discretion of City for its convenience, to aid the management and cost effectiveness of debt collection, or assist the evaluation of vendor performance. The City may choose to assign a vendor to more than one Vendor Pool. Assignment to a Vendor Pool does not confer any legal rights on a Contractor.

The City will issue Engagement Letters to those prospective contractors in the Vendor Pool. Engagement Letters will be issued from time to time as deemed necessary and beneficial to the City, on the terms and conditions specified in the Master Agreements and as further negotiated between the parties.

### **2.0 Objective**

- 2.1 The objective of the RFQ process is to receive qualifications from firms who are interested in being added to the vendor pool(s) for the following City of Houston Master Agreements for delinquent account collections for various departments:

- |                     |   |
|---------------------|---|
| Master Agreement 1: | Agreement for Unpaid Account Collection Services for the Municipal Courts Department  |
| Master Agreement 2: | Agreement for Unpaid Parking Citation Collection Services for the City of Houston Department Of Administration and Regulatory Affairs |
| Master Agreement 3: | Agreement for Unpaid Utility Account Collection Services for the City of Houston Department Public Works and Engineering              |
| Master Agreement 4: | Agreement for Unpaid Account Collection Services for the City Of Houston Department Of Finance  |
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- |      |  |
|------|--|
| 4.1  | Houston Fire Department, Emergency Medical Services (Secondary Collection Services);                                     |
| 4.2. | Houston Fire Department, Collection of Unpaid False Fire Alarm Response Fees & Penalties                                 |
| 4.3. | Administration and Regulatory Affairs Department, Collection of False Burglar Alarm Fees (Secondary Collection Services) |
| 4.4  | Red Light Camera Collection Services.  |



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2.2 A firm can submit their qualifications to be added to one or more of the Master Agreements for delinquent account collections. Each Master Agreement is posted as an attachment to the Strategic Procurement Division e-bid site - <http://purchasing.houstontx.gov/index.shtml>

**3.0 Scope of Work/Services**

3.1 Qualified firms may specify one or more of the Master Agreements listed in paragraph 2.1 above for which they request to be considered. Please refer to the e-bid for the electronic copy of each Master Agreement.

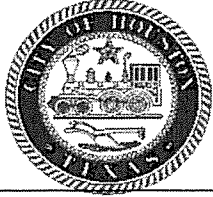
**4.0 M/WBE Compliance**

4.1 Contractor shall comply with the City's Minority and Women Business Enterprise ("MWBE") programs as set out in Chapter 15, Article V of the City of Houston Code of Ordinances. Contractor shall make good faith efforts to award subcontracts or supply agreements in at least 15% of the value of this Agreement to MWBE's. Contractor acknowledges that it has reviewed the requirements for good faith efforts on file with the City's Office of Business Opportunity ("OBO"), and will comply with them.

**5.0 Submission of Qualifications**

5.1 The City of Houston's Finance and Legal Departments are requesting qualified firms to submit their qualifications. To qualify to be added to the various Master Agreements for delinquent account collections **MUST** at a minimum include:

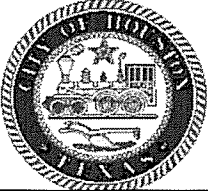
- 5.1.1 Agreement to sign and execute the applicable Master Agreement(s) for the proposed delinquent account collections.
- 5.1.2 A brief statement describing the Contractor's background information, history, resources and collections track record [first and second placement (previously assigned) debt by type of debt. Please limit to five (5) pages. Please include the number of years of experience performing this type of service.
- 5.1.3 Provide an organizational chart of proposed team or staff to be assigned to this account.
- 5.1.4 Provide resumes of key personnel whom will be responsible for the delivery of the services.
- 5.1.5 Provide copies of key personnel certifications and/or licenses, if any.
- 5.1.6 Provide five (5) current customer references preferably from the local government sector. At a minimum the following information must be included:
  - 5.1.6.1 Client name, address, contact person name, telephone and email
  - 5.1.6.2 Type of debt serviced
  - 5.1.6.3 Monthly case load (dollar value and count)



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- 5.1.6.4 Cash Collection Rate and Recovery Rate
- 5.1.6.5 Contract term (start and expiration)
- 5.1.7 Outline any past experience with multi (split) collection vendor contracts. Specify how your firm performed relative to the other vendor(s). Please indicate if your multi-vendor collection experience included a champion challenger model.
- 5.1.8 A detailed description that clearly defines the method of approach that will be utilized in the successful performance of the Master Agreement for the intended Scope of Work. This should include a discussion of the following (at a minimum):
  - 5.1.8.1 The collection methods that will be used (i.e. collection letter, telephone contact, etc.) The approach to be used for debt previously assigned to another collection agency (secondary collections) and new delinquent accounts, if different
  - 5.1.8.2 Approach to handling delinquent accounts beyond the first 60 days of mailings and telephone calls.
  - 5.1.8.3 Method of documenting collection attempts
  - 5.1.8.4 Electronic and manual skip tracing approach and strategy
  - 5.1.8.5 Payment processing methods and high level procedures
  - 5.1.8.6 Dispute/Complaint resolution process and method of documentation
  - 5.1.8.7 Credit Bureau reporting process
- 5.1.9 Samples of reports provided to other government units which summarized monthly and yearly collection activity and results. If none, so indicate.
- 5.1.10 Provide a description of the level of master data access and system performance that the City should expect.
- 5.1.11 An implementation plan and timeline to setup Contractor's collection system and go live.
- 5.1.12 City of Houston resources needed to complete the implementation plan.
- 5.1.13 Audited financial statements for the last three fiscal years. Please include the entire report for each year, including the auditor's letter of opinion, balance sheet, notes to the balance sheet, and schedules.

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**Additionally, the documents listed below must be provided with the SOQ:**

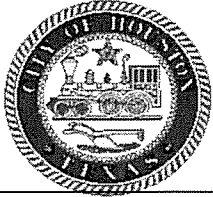
TABLE 1 - REQUIRED FORMS
Affidavit of Ownership.doc
Fair Campaign Ordinance.doc
Statement of Residency.doc
Drug Forms
Pay or Play Acknowledgement Form & Certification of Agreement to Comply with Pay or Play
All Applicable Licenses/Certifications as Required in Scope of Work/Specifications
Conflict of Interest Questionnaire

All forms can be downloaded from the following link: <http://purchasing.houstontx.gov/forms.shtml> Offeror will be able to click and print each required document from this site.

## **6.0 Qualification Evaluation Criteria**

6.1 In evaluating the submitted Statement Of Qualifications (SOQ's), the following minimum criteria will be used when evaluating the RFQ responses:

- 6.1.1 Agreement to execute the applicable Master Agreement(s) as an additional Contractor Party.
- 6.1.2 Demonstrate a minimum of 3 years' experience in standard and non-traditional collections activities comparable to those described in the Master Agreement for the proposed revenue stream.
- 6.1.3 Demonstrated experience in a multiple vendor, champion challenger or competitive challenge model collection contracts.
- 6.1.4 Adequate customer identification and Information Systems resources.
- 6.1.5 Documented history of achieving collection rates satisfactory to the affected Directors.
- 6.1.6 Sufficient experienced staff to perform required collection activities.



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- 6.1.7 Current audited financial statements indicating financial stability and strength sufficient to reliably perform the level of services needed for the value of the particular revenue stream.

**7.0 SELECTION PROCESS**

- 7.1 Each firm's SOQ will be reviewed by the affected department. The Director of the affected department will evaluate qualifications of potential additional collections contractors according to these criteria when in the Director's discretion; additional contractors are needed for the Vendor Pool. The Director shall make recommendation to the Mayor for the particular contractors who meet the minimum criteria and are acceptable to the Director. The Mayor may select a recommended contractor to be an additional contractor in the Vendor Pool. The City may choose to assign a vendor to more than one Vendor Pool. Assignment to a Vendor Pool does not confer any legal rights on a Contractor. It is the City's desire to always have sufficient qualified contractors available in the Vendor Pool for future needs.
- 7.2 The City of Houston has sole discretion and reserves the right to cancel this RFQ or to reject any or all SOQ received.

Calvin D. Wells  
City Purchasing Deputy Director

Date